

City of Greenwood – Technician

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| Job Title: | Technician | Job Category: | Non-Exempt |
| Department/Group: | Information Technology | Job Code: | |
| Location: | City Center 300 South Madison Ave Greenwood, IN 46142 | Travel Required: | Yes |
| Level/Salary Range: | Contingent on Experience | Position Type: | Full Time |
| HR Contact: | Director of Human Resources | Supervisor: | Director of Information Technology |
| Fax or E-mail: (317) 887-5868 or HR@greenwood.in.gov | Mail: City of Greenwood Attention: Human Resources Department 300 South Madison Avenue Greenwood, IN 46142 | | |
| Job Purpose: | Responsible for installing and maintaining technology hardware & software, educating City employees in the use of current and future technology and assisting in updates and efficiencies. Provides support to the IT Director, Network Administrator, and other Technicians as needed. | | |

Duties and Responsibilities:

- Compliance with the Code of Conduct and Ethics as outlined in the Employee Handbook.
- Monitors and responds to IT tickets created by City employees.
- Installing and maintaining computer, telephone, and other IT hardware and software. Running and termination of network cable(s).
- Leads or assists in the instruction and/or training of IT hardware, software procedures, and new initiatives to end users.
- Attends meetings to assist users with IT equipment during presentations. Recording of meetings.
- Responsible for one-on-one instruction and telephone assistance to City employees when needed.
- Supports users by developing and documenting assistance tools to better understand and utilize new and existing technology.
- Promotes job knowledge by researching new internet/intranet technologies and software products.
- Assists with maintaining the department's database of assets.
- Assists IT Director, Network Administrator, and other technicians as needed.
- Performs other duties as assigned.

Job Requirements:

- **Education:** High School Diploma; College Degree preferred.
- **Experience:** Previous work experience is preferred.
- **Skills and Abilities:** Ability to understand and follow oral and written instructions. Works alone and with others in a team environment with minimum supervision. Prioritizes and works on multiple tasks concurrently. Must possess a valid Indiana driver's license. Must have a basic knowledge of hand tools and construction practices. A good working knowledge of Microsoft Windows and Microsoft Office is required.

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- **Physical:** Must be able to sit for long periods of time and be able to lift up to 50 pounds. Must be able to climb, squat, crawl, and possibly work in restricted spaces.

By signing, I acknowledge that I have read, understand and will comply with the duties and responsibilities for employment in this position.

The City of Greenwood is an “at will” employer and has the right to terminate the employment relationship at any time.

Employee Signature: _____

Date: _____

Approved By: